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# Street Outreach, Emergency Shelter and Transitional Housing

ESG 2013-2014



# Summary of our Goals

What are we here to do?

- Identify and engage those living outside
- Provide effective case management to all we serve
- Help program participants increase income, (via employment assistance or through the acquisition of mainstream benefits)
- Help program participants move into and stay in permanent housing



# Homeless Verification CATEGORY 1

An individual or family who lacks a fixed, regular, and adequate nighttime residence.

- DCA Housing Status Verification, Staff and Self Certification Forms
- HMIS Verification of Homelessness
- A written observation by an outreach worker of the conditions where the individual or family was living, a written referral by another housing or service provider





# Homeless Verification CATEGORY 1

- Exiting an institution where he or she resided for 90 days or less and fit the above criteria immediately prior to entering:
- Evidence listed above for CATEGORY 1 **and** ONE of the following:
- (A) Discharge paperwork or a written or oral referral from a social worker, case manager, or other appropriate official of the institution, stating the beginning and end dates of the time residing in the institution. All oral statements must be recorded by the intake worker;  
**or**
- (B) Where the evidence listed above in (A) is not obtainable, a written record of the intake worker's due diligence in attempting to obtain the evidence described in (A) and a certification by the individual seeking assistance that states he or she is exiting or has just exited an institution where he or she resided for 90 days or less.



# Homeless Verification CATEGORY 2

An individual or family who will imminently lose their primary nighttime residence provided for whom:

- A court order resulting from an eviction action that requires the individual or family to leave their residence within 14 days after the date of their application for homeless assistance **OR**
- The equivalent notice under applicable state law, a Notice to Quit, or a Notice to Terminate issued under state law.





# Homeless Verification CATEGORY 2

For applicants whose primary nighttime residence is a hotel or motel room **not** paid for by charitable organizations or federal, state, or local government programs:

- Evidence that the individual or family lacks the resources necessary to reside there for **more than 14** days after the date of application for homeless assistance **OR**
- An oral statement by the individual or head of household that the owner or renter of the housing in which they currently reside will not allow them to stay for more than **14 days** after the date of application for homeless assistance. The intake worker must record the statement and certify that it was found credible.
- **To be found credible, the oral statement must:**
  - Be verified by the owner or renter of the housing in which the individual or family resides at the time of application for homeless assistance **and**
  - Be documented by a written certification by the owner or renter or by the intake worker's recording of the owner or renter's oral statement.



## Homeless Verification CATEGORY 2

If the intake worker is unable to contact the owner or renter:

- The intake worker must provide written documentation certifying that he/she performed due diligence in attempting to obtain verification and written certification that the applicant's statement was true and complete.
- Certification by the individual or head of household that no subsequent residence has been identified; **and**
- Certification or other written documentation that the individual or family lacks the resources and support networks needed to obtain other permanent housing.





# Homeless Verification CATEGORY 3

Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless, but who meet the following four (4) criteria:

- Are defined as homeless under other legislation (see handbook for details)
- Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for homeless assistance;
- Have experienced persistent instability as measured by 2 moves or more during the 60-day period immediately preceding the date of application; **AND**
- Can be expected to continue in such status for an extended period of time because of chronic disabilities, chronic physical health or mental health conditions, substance addiction, histories of domestic violence or childhood abuse (including neglect), the presence of a child or youth with a disability, or two or more barriers to employment, which include the lack of a high school degree or General Education Development (GED), illiteracy, low English proficiency, a history of incarceration or detention for criminal activity, and a history of unstable employment.
- Will likely self-certify.





# Homeless Verification CATEGORY 4

Is fleeing, or is attempting to flee some form of family violence, has no other residence; **and** Lacks the resources or support networks, e.g., family, friends, faith based or other social networks, to obtain other permanent housing.

- If the individual or family is receiving shelter or services provided by a victim service provider:
- DCA Housing Status Self Certification Form; **or**
- A certification by the intake worker.
- Otherwise:
  - The DCA Housing Status Self Certification Form documenting that applicant is fleeing a domestic violence situation, has not identified a subsequent residence, and lacks the resources or support networks, e.g., family, friends, faith-based, or other social networks, needed to obtain housing where his/her safety would not be jeopardized **and**
  - Written observation by the intake worker, a written referral by a housing or service provider, social worker, legal assistance provider, health-care provider, law enforcement agency, legal assistance provider, pastoral counselor, or any other organization from whom the individual or head of household has sought assistance for domestic violence, or records contained in ALICE.



# Homeless Verification AT RISK

See accompanying manual

1. Source documents.
2. Written statement by a relevant third party or written certification by the intake staff of third party oral verification.
3. Written statement by intake staff describing the efforts taken to obtain the required evidence.





# Emergency Shelter Overview

- **Emergency shelter** - facility, the primary purpose of which is to provide a temporary shelter for the homeless in general or for specific populations of the homeless and which does not require occupants to sign leases or occupancy agreements.
  - Keep people the shortest length of time possible to secure a successful outcome.
  - Be fully linked to the widest possible range of permanent housing.
  - Transitional housing will comply with same general standards as shelter.



# Transitional Housing Overview

- Funded by State Housing Trust Fund for the Homeless, but must comply with federal standards
- Will follow same general guidelines as ES, except:
  - Length of stay
  - More intensive services
  - Must serve special needs of population
  - Program must be listed as TH (not ES) in HMIS





# ES and TH Eligible Activities

## Case Management

- Using the centralized or coordinated assessment system
- Conducting the initial evaluation required under including verifying and documenting eligibility
- Counseling
- Developing, securing, and coordinating services and obtaining Federal, State, and local benefits
- Monitoring and evaluating program participant progress
- Providing information and referrals to other providers
- Providing ongoing risk assessment and safety planning with victims of domestic violence, dating violence, sexual assault, and stalking; Developing an individualized housing and service plan, including planning a path to permanent housing stability.



# ES and TH Eligible Activities

Child care

Education services

Employment assistance and job training

Legal services

Mental health services

Life skills training

Outpatient health services

Substance abuse treatment services

Transportation

Operations





# Separation of Families

- HUD regulations prohibit shelters from denying access to families based on the age of a child.
  - Includes methods of treating families differently based on age of a child, i.e., placing a family with teenage boy in hotel/motel, not allowing the family to remain on-site
- ALL emergency shelters and transitional housing facilities will comply with this requirement.



# ES and TH Performance Measures

For each program, performance will be measured based on the following standards:

1. An overall bed utilization rate of 80%.
2. The average length of stay of the households served should be no longer than 60 days for ES and 1 year for TH.
3. An increase in the percentage of discharged households that secure permanent housing at exit by 5% each year.
4. An increase in the percentage of households that increase cash and non-cash income during program enrollment.

\*Shelters serving the chronically homeless, or chemically dependent clients, or shelters with minimal barriers to entry may be held to different standards than other emergency shelters.





# Street Outreach

ESG funds may be used for costs to:

1. Reach out to unsheltered homeless people; and connect them with housing and critical services.
2. Provide urgent, non facility-based care to unsheltered homeless people who are unwilling or unable to access emergency shelter, housing, or an appropriate health facility.



## 6 Eligible Activities of Street Outreach

1. **Engagement** – the location, identification and relationship building with unsheltered homeless people and the engagement of them for the purpose of providing immediate support, intervention, and connections with homeless assistance programs and/or mainstream social services and housing programs.





## 6 Eligible Activities of Street Outreach

2. *Case management* – the assessment of housing and service needs, and implementing individualized services to meet the needs of the program participant including planning a path to permanent housing stability.

Focused to one **GOAL**: help households move into some form of housing, preferably permanent, sustainable housing.



# Street Outreach

## Case Management

- While Street Outreach teams may use incentives to encourage trust and build relationships, or to ensure that homeless households' emergency needs are met, the awards made should not be used to support other programs that seek to alleviate the burden of living on the streets.





## 6 Eligible Activities of Street Outreach

3. **Emergency health services** - for the direct outpatient treatment of medical conditions and are provided by licensed medical professionals operating in community-based settings, including streets, parks, and other places where unsheltered homeless people are living.
  
4. **Emergency mental health services** - direct outpatient treatment by licensed professionals of mental health conditions operating in community-based settings, including streets, parks, and other places where unsheltered people are living.



## 6 Eligible Activities of Street Outreach

5. **Transportation** - travel by outreach workers, social workers, medical professionals, or other service providers, as well as the costs of transporting unsheltered people to emergency shelters or other service facilities are also eligible.
  
6. **Services for special populations** –for homeless youth, victim services, and services for people living with HIV/AIDS, so long as the costs of providing these services are eligible under paragraphs (a)(1) through (a)(5) of this section.





## 6 Eligible Activities of Street Outreach

- DCA anticipates the bulk of funding to be spent on street based Engagement and Case Management.
- Grantees should note that activities 3 and 4 refer to Emergency Health and Mental Health services, rather than services that may be delivered in typical settings on a routine basis.



# Street Outreach

- Due to the nature of the program, providers have the option of using the Vulnerability Index instead of the Barriers to Housing Stability as an assessment tool.
- Engagement with clients should include the options of diversion and placements directly into permanent housing.
  - Grantees should have relationships with housing providers before going out to find clients!





# Street Outreach

Outreach teams will have the most comprehensive knowledge of street based individuals/households within the locality.

- Outreach teams will be responsible for ensuring that a case plan is established for each household that is client centered, realistic and focused towards a goal of permanent housing.



## Street Outreach Collaboration

- Where more than 1 Outreach team works in the same area, DCA expects that agencies collaborate to provide complimentary services by:
- Establishing a lead person/agency that will promote an agreed intervention for the individual/family.
- The agency will lead the case management of the homeless individual until either the individual has been re-housed, or a more appropriate case manager is ready to take over.
- Other agencies will reinforce this intervention so that agencies are not working against one another.





## Street Outreach Collaboration

- Outreach teams will be expected to establish close working relationships with other service providers, not only Emergency Shelters, but other mainstream and housing focused services, including Rapid Re-Housing.
- Not every homeless household is expected to need admittance to an emergency shelter and Street Outreach teams should be prepared to implement a variety of interventions in securing permanent housing.



# Street Outreach Performance Measures

For each Street Outreach program, performance will be measured based on the following standards:

1. An increase in the number of contacts with unduplicated individuals made during outreach.
2. An increase in the percentage of households that access emergency shelter or transitional housing.
3. An increase in the percentage of discharged households that access permanent housing.
4. An increase in the percentage of households that increase cash and non-cash income during program enrollment





Questions?

Thank You!

# RAPID RE-HOUSING AND PREVENTION 2013-2014

ESG Rental Assistance Programs





# ESG is not HPRP

- Different funding sources
- Are not coupled together
- Different eligibility criteria
- New rental assistance agreements
- Set up separate “Prevention” or “Rapid Re-Housing” program types



# Financial Services

- Moving costs
- Rent application fees
- Security deposit
- Last month's rent
- Utility deposit
- Utility payments
- Rental assistance





# Housing Relocation and Stabilization Services

- Housing Search & Placement
- Housing Stability Case Management
- Mediation
- Legal Services
- Credit repair



# Prevention vs. Rapid Re-housing

- Why more RRH?
  - DCA's #1 goal: Decrease the unsheltered count in the Balance of State
  - Existing prevention research – AMI below 30% intentional
  - Focus on Balance of State-need RRH resource
  - New hotel/motel voucher program bolsters





# Who can we serve?

- RRH
  - CATEGORY 1 homeless including:
    - Exiting institutions, but previously homeless
    - CATEGORY 4, plus verification \*
- Prevention
  - “At-risk” definition (21 days)
  - CATEGORY 2 (14 days) including hotel stays with own money
  - What about CATEGORY 3?



# Homeless Category 3

- Defined as Homeless under other, “non-HUD” legislation
  - Runaway and Homeless Youth
  - Head Start Act
  - Violence Against Women Act
  - Public Health Service Act
  - Food and Nutrition Act
  - Child Nutrition Act
  - Section 25 of McKinney Vento Homeless Act



## ...Homeless Category 3

1. No lease, ownership, occupancy agreement in the 60 days leading up to ESG application
2. Two (2) moves or more during the 60 days leading up to ESG application **AND**
3. This status is expected for an extended time due to chronic disability (head or child), history of abuse, 2 + barriers to employment, and a history of unstable employment

# Eligibility Criteria

- RRH- at or below 50% AMI AND literally homeless (Category 1)
- Prevention- below 30% AMI AND has no other resources, AND at least 1 risk factor
  - CATEGORY 2 hotel stays (evidence they can't stay 14 days from application date)





# Documenting Housing Status

Preferred order of documentation:

1. Third-party documentation (source preferred, then oral verification)
2. Intake worker observation (staff)
3. Self-Certification (client)

Same for risk factors (prevention)

# HMIS Verification



- To verify current housing status only
- Current homeless program enrollment at the time of application
- Should be checking anyway for duplicate entries in HMIS and duplicative services





# Case Management Requirements

- At least 1X per month
- Changes in income/household composition
- Re-certification every 90 days (No advances)
- Re-cert annually (prev. and RRH clients must be BELOW 30% AMI)
- Housing stability plan at discharge
- Increase incomes and acquisition of mainstream benefits (COMPASS)



# Property Related Items

Lease (in client name)

Rent reasonableness

Fair Market Rent (FMR) assessment

Habitability inspection

Lead based paint if: financial assistance and

- Built before 1978
- Child under 6 or pregnant woman

Rental assistance agreement

No late payments with federal funds!





# Use with Other Subsidies

- Collaborations with other programs are allowable if services are unduplicated
- Payment for client's part of rent arrears allowable (1 time)
- Cannot receive same type of assistance from 2 public sources (federal, state, local, etc.)
- Rental assistance cannot be provided to a program participant who is receiving tenant-based or project-based rental assistance or URA



# Performance Measures-Prevention

1. Increase in discharged households that maintained permanent housing at program exit by 3% each year.
2. Increase in discharged households remaining in permanent housing 3 months after exit.
3. Increase in households that acquire cash and non-cash income during program enrollment.





# Performance Measures-RRH

1. An increase in the percentage of discharged households that secured permanent housing at program exit by 2% each year.
2. An increase in discharged households permanently housed 3 months after exit.
3. An increase in households that increase cash and non-cash income during program enrollment.



# Implementation Steps

1. Read manual and regulations
  - Homeless Definition Rule
  - Interim ESG Rule
  - DCA ESG Guidebook
2. Read your contracts! (new program and administrative requirements)
3. Familiarize yourself with ESG Grantees Only website
4. Watch ESG pre-recorded webinars on One CPD website
5. Incorporate Housing Support Standards into practice



## ...Implementation Steps

### 6. Develop policies and procedures-these will not be reviewed by DCA

- Evaluating eligibility
- Coordination with other homeless providers
- Participation/procedures for HMIS/ALICE
- Prioritizing assistance to populations
- What % or amount of rent & utilities participants pay? Will it adjust over time?
- For how long will you give assistance?
- Which services will you provide?
- Confidentiality, Complaints, Appeals, Terminations
- Collaboration with homeless liaisons in schools





## ...Implementation Steps

7. Establish relationships with landlords
8. Hire and train staff
9. Complete and return contact sheets to DCA
10. Adopt intake, etc. forms from DCA website
11. Participate in 2013 ESG trainings
12. Establish partnerships with shelters,  
hotels/motels, service agencies, DoL, etc.
13. Master the FMR equation

# ...Implementation Steps

## 14. HMIS

- Set up HMIS program
- Program discharge follow-ups will be set up for you
- Set up preferred services
- Share HMIS requirement details contract from with relevant staff
- Schedule a visit or training with April



## ...Implementation Steps

15. Coordinate with your RRH or Prevention peers
  - DCA lists, webinars
16. Set staff and program goals for the year
17. Be open about who you serve
18. Make program participants' long term success your main goal





# Discussion

- Q&A
- Discussion
  - What did you learn the hard way?
  - What do you anticipate being most challenging?
  - How do you plan to address it?
  - What do you need to get past the obstacles?



# Resources

- HMIS webinars, trainings and technical assistance throughout the year
- In person and remote program trainings
- ESG webpage for subgrantees
- Peer support
- OneCPD website: <https://www.onecpd.info/>
- Other suggestions?



# TECHNICAL ASSISTANCE

- Program Guidance:
- Christy Hahn [christy.hahn@dca.ga.gov](mailto:christy.hahn@dca.ga.gov)
- HMIS Technical Assistance:
- April Lockett [april.lockett@pcni.org](mailto:april.lockett@pcni.org)





# Thank you

- ESG workshop survey will go out-we need your feedback
- Thanks again!